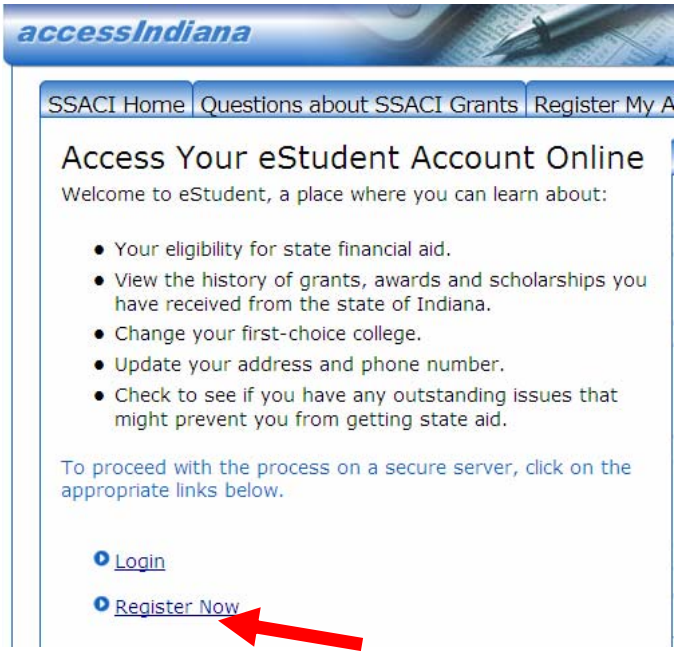
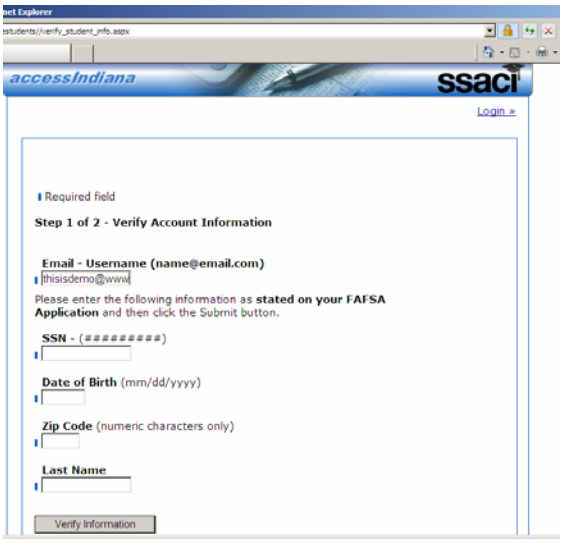
FAQs for eStudent

- Register Now: Review Q & A #1 located on page 1 of this text
- Login: Review Q & A #2 through #9 located on page 4 through page 9 of this text

Q1: How do I "Register Now" to access my account in eStudent?

A1: First, to ensure that you exist in eStudent (SSACI has received your FAFSA information) you must verify your personal information from the most recent FAFSA application filed with the federal processor. Use "Register Now" option.





You will need to provide your social security number, date of birth, zip code and last name as you have on your FAFSA application in the following format:

Email –Choose a valid e-mail address that you would like to logon to eStudent. *[This will be your Username to logon to eStudent. Once a Username is chosen, no other individual may use this same Username (including other family members which may occur if siblings complete the FAFSA with the same email address). You will need to Register Now and provide a <u>new</u> Username (email address).]*

Social Security Number:

- correct format:123456789
- *<u>incorrect</u> formats: 123-45-6789, 123/45/6789*

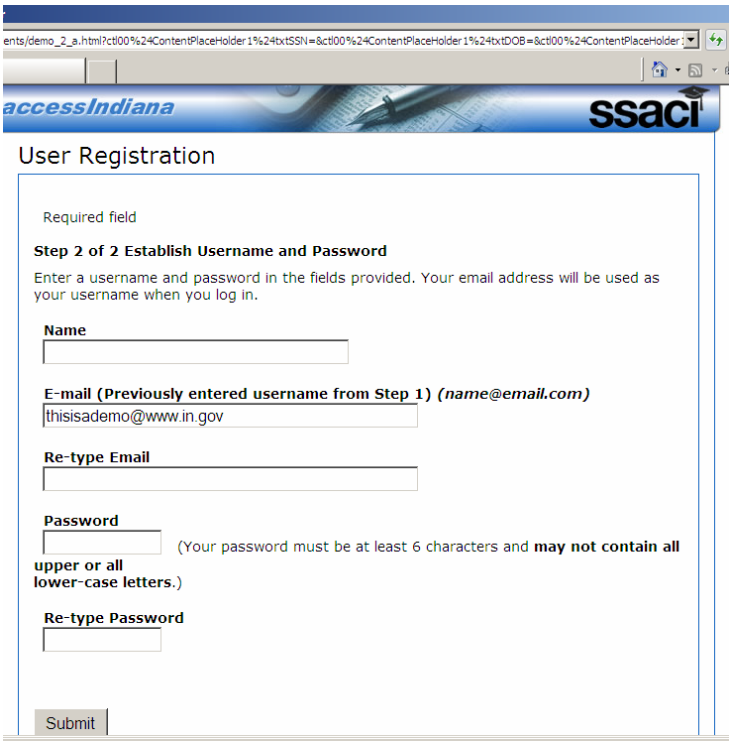
Date of Birth:

- correct format: 12/12/1969 (mm/dd/yyyy)
- <u>incorrect</u> formats: mmddyy, mm/dd/yy

Zip Code: Zip code on the FAFSA

Last Name: Last Name on the FAFSA

If all four types of personal information are a match with your FAFSA information you will be directed to the User Registration page (below) to create your unique Username (always an email address) and then to create your Password.



Step 1. Name: Your first name and last name from the FASFA

Step 2. E-mail: thisisdemo@www.in.gov - This display is only to inform you, the e-mail address you have entered in the step 1

Step 3. Re-type Email: thisisdemo@www.in.gov – As a confirmation, re-type the e-mail address as displayed previous box

Step 4. Password: Type the password you are now creating. Your Password must be a minimum of 6 characters in length and *cannot* contain all lower case or all upper case letters.

Examples of **acceptable and not acceptable password formats** are:

Acceptable: Redball, rEDBALL, RedBall, redball9

Not Acceptable: redball, REDBALL

Step 5. Re-type password: As confirmation, re-type the password you have entered in the Password box.

Step 6. Once you have created your Username and Password, you will be directed to your eStudent account.

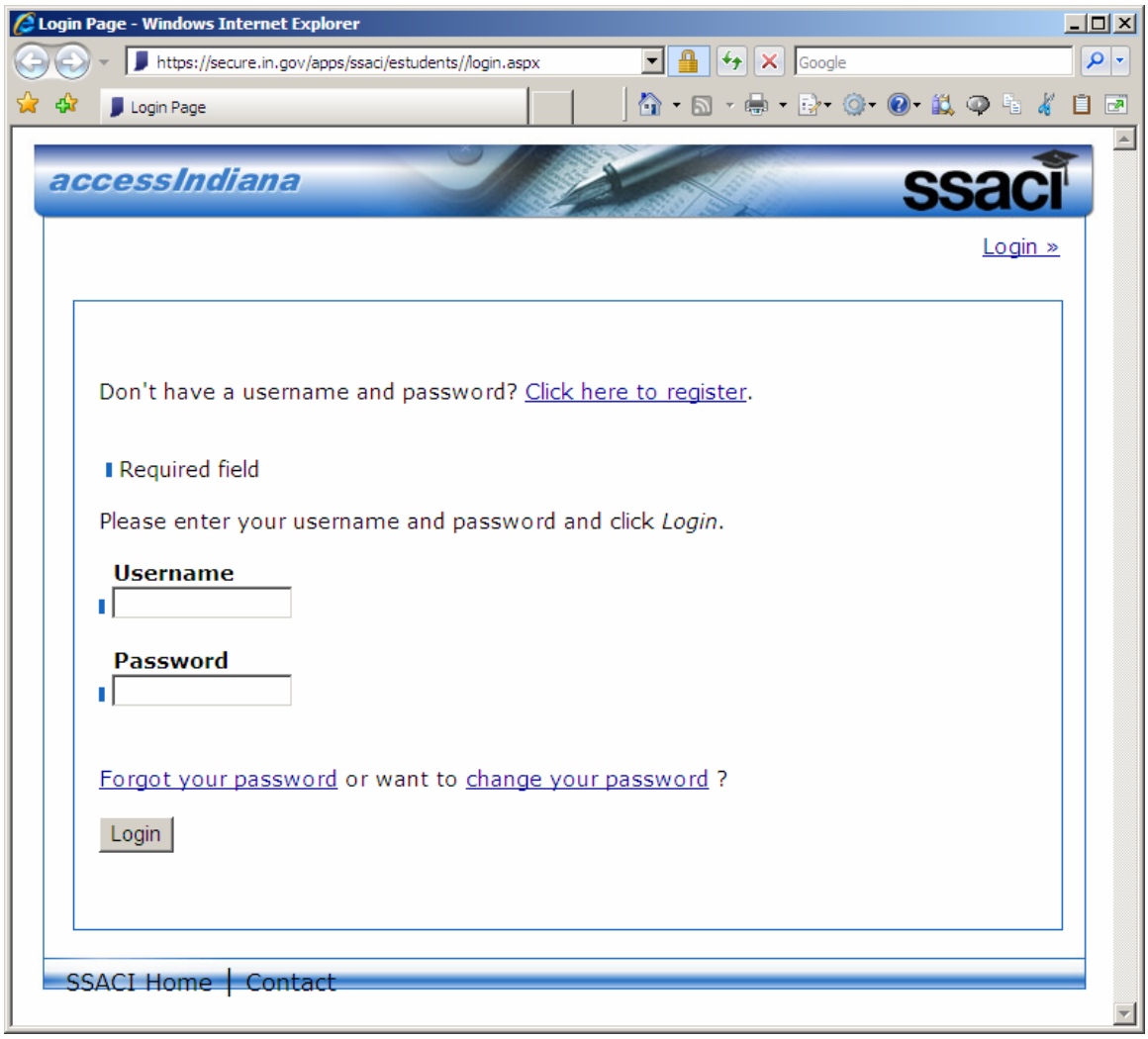
KEEP THE USERNAME AND PASSWORD IN A SAFE AND ACCESSIBLE LOCATION FOR FUTURE ACCESS INTO eStudent AND TO VIEW AND MAKE APPROPRIATE CHANGES TO YOUR STATE GRANT ACCOUNT.

Please Take Note: There are two possible reasons your FAFSA information may not match with the SSACI eStudent database which will prevent your access into eStudent:

1. *If you are a first time FAFSA filer*, you need to wait 7-10 days after filing the FAFSA with the federal processor to Register Now at eStudent. SSACI must have your FAFSA on file from the Federal Processor or you will receive an error message when trying to access eStudent. Likewise, *if you are a returning student, and just recently filed the FAFSA*, it's best to wait 7-10 days before trying to access eStudent. Otherwise you need to re-register on "Register Now" using your most recent year FAFSA information on file with SSACI.
2. You did not include the exact information from your FAFSA in the requested entry format. Review your FAFSA data information (social security number, date of birth, zip code, and last name) and data entry format (See Q & A #1 above) and try again.

Q2: What information do I need in to complete the eStudent Login process?

A2: You will need your Username (always an email address) and the Password you have created during the Register Now process described in Q & A Answer #1.



Q3: Why am I getting an error message "The email address you have entered already exists."

A3: You are trying to complete the "Register Now" process, however you have already completed the Register Now process in the past. You need to complete the eStudent "Login" process. If you have forgotten your password use the "Forgot Password" link in the Login page (screen shot above) and a new Password will be emailed to your Username email address in approximately 1-10 minutes. If you have forgotten your Username (email address used to Register Now) refer to Q & A #5.

Q4: What are acceptable Password formats I should be aware of when creating my Password, what if I forgot my Password, or am I able to change my Password?

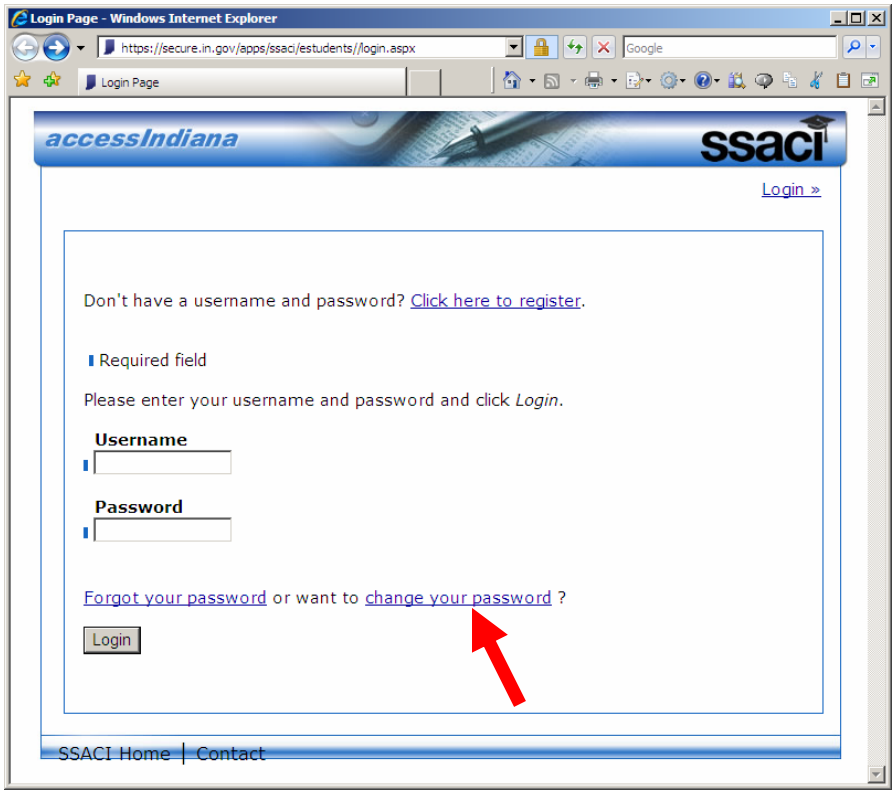
A4: Examples of **<u>acceptable and not acceptable password formats</u>** are:

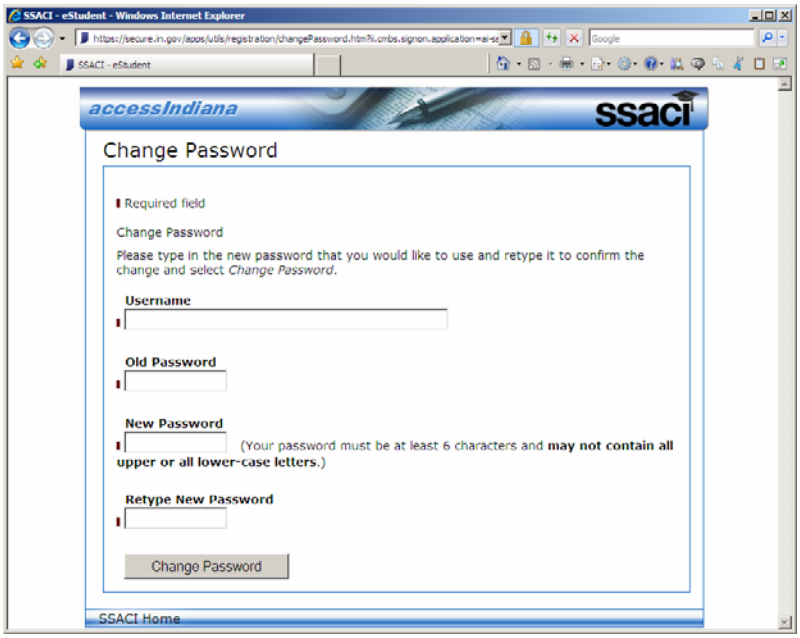
Acceptable: Redball, rEDBALL, RedBall, redball9

Not Acceptable: redball, REDBALL

<u>If you have forgotten your password</u> use the "Forgot Password" link in the Login page and a new Password will be emailed to you in approximately 1-10 minutes to your Username email address. In order to <u>easily</u> read your new Password, please set your PC font to Times New Roman or Verbena. Upon receipt of the new password go back to the Login page and begin to enter your Username and password.

<u>You may choose to change your password</u>; click the "Change Password" link in the Login page (shown in screen shot below). Your Password must be a minimum of 6 characters in length and *cannot* contain all lower case or all upper case letters.

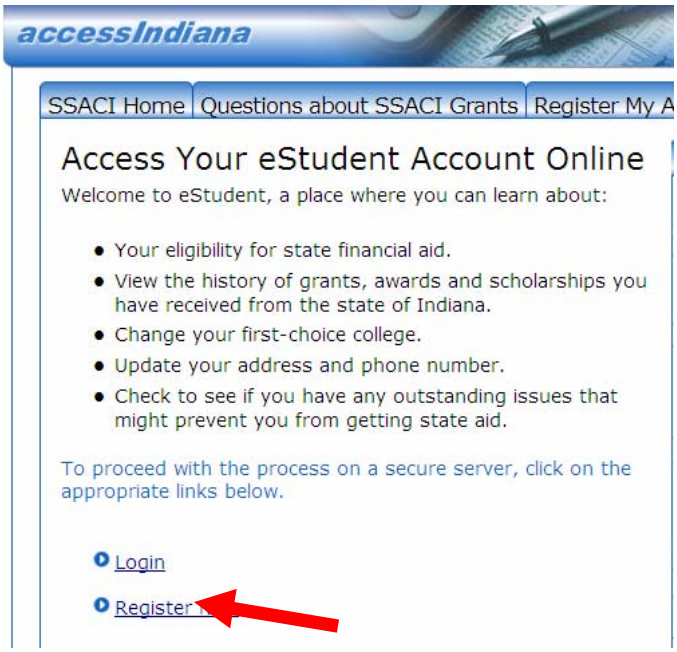


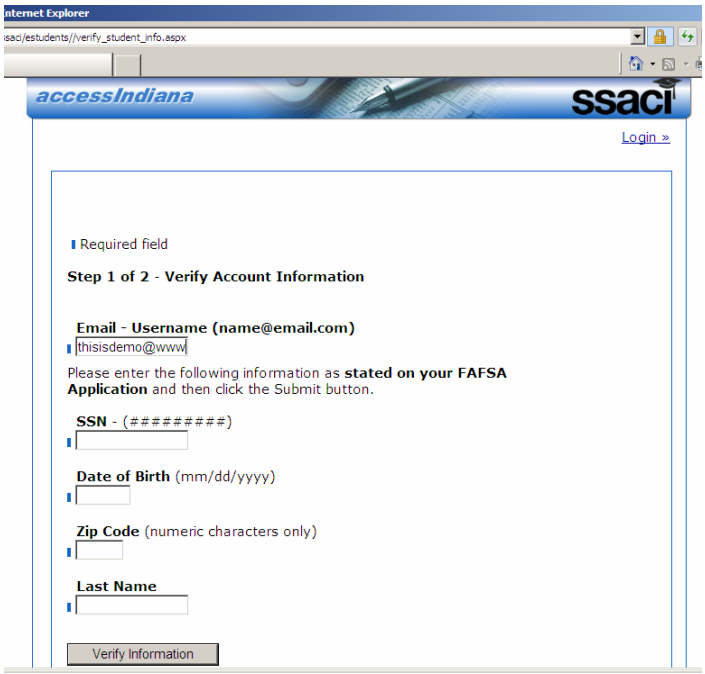


You must enter your **Username** (email address), **old password**, a **new password** and then **re-type the new password** for confirmation.

Q5: What if I have forgotten my **Username** (email address) and are there any restrictions in creating a new Username I should be aware of?

A5: Your Username is the e-mail address you provided during the Register Now process. **If you have forgotten your Username**, use "Register Now" process to verify if you have used the e-mail address to access eStudent before.





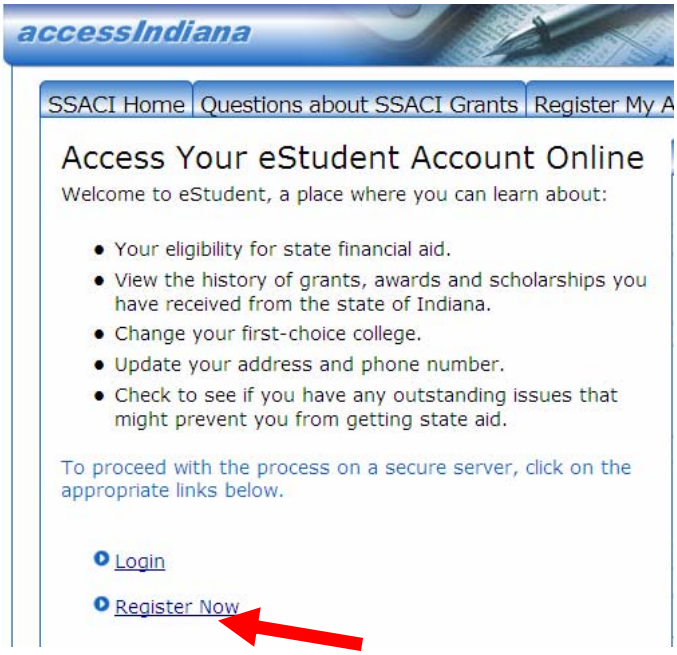
Once a Username (e-mail address) is used, no other individual may use the same Username (including other family members which may occur if siblings complete the FAFSA with the same email addresses). You need to re-register, providing a new Username (email address).

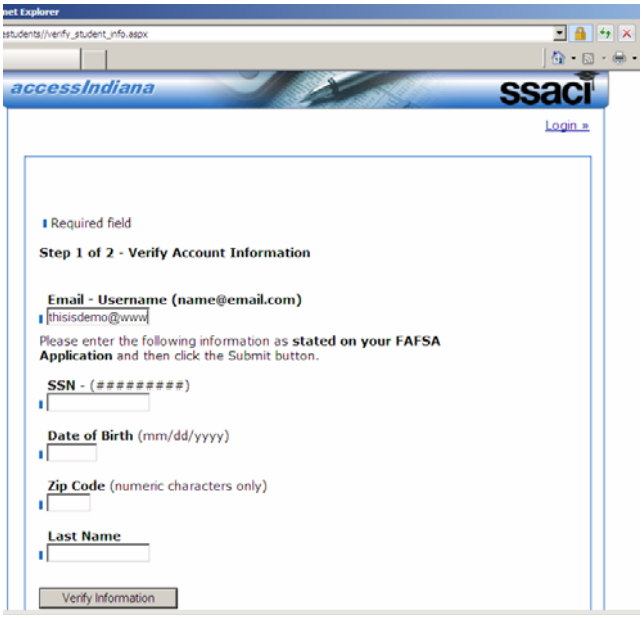
Q6: You are getting an error message "You have entered an invalid username or password" and probably do not know which one is the problem?

A6: For security reasons, we will not tell you if you have entered an invalid Username or Password. If you have forgotten your Username, you must select the Register Now option and re-register. If you have forgotten your password, please use "Forgot Password" option from Login page and a new password will be emailed to you.

Q7: What if I forgot both of my Username and Password?

A7: If you forgot your Username and Password use "Register Now" option.




accessIndiana
ssaci
Login »
Required field
Step 1 of 2 - Verify Account Information
Email - Username (name@email.com)
thisisdemo@www
Please enter the following information as stated on your FAFSA Application and then click the Submit button.
SSN - (#########)
Date of Birth (mm/dd/yyyy)
Zip Code (numeric characters only)
Last Name
Verify Information